



POSITION DESCRIPTION

POSITION TITLE: Branch Operations Manager **DEPARTMENT:** Branch Operations
CLASSIFICATION: Non-Exempt
PREPARED BY: Human Resources
DATE PREPARED: November 23, 2022
APPROVED BY: Vice President of Branch Operations
DATE REVISED:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: VP of Branch Operations
POSITION SUPERVISED: Branch Operations Specialists/Representatives

POSITION PURPOSE

Using discretion and independent judgment, the Operations Manager is responsible for assisting with the day-to-day operations of the Branch Operations Specialists. This position requires knowledge of TEXAR's financial practices, procedures, and standards in accordance with state and federal regulations, and of personnel principles and practices. This position requires up to date knowledge in all areas of the Operations Department.

ESSENTIAL JOB FUNCTIONS AND DUTIES

Promote "SCOPE" to our employees, management, and members.

Responsible for and oversees the delivery of excellent service to the Credit Union's members.

Analyzes situations, identifies problems, and evaluates alternative courses of action.

Communicates as needed with the VP of Branch Operations concerning new developments or problems.

Troubleshoots in the Operations areas of the Credit Union. Reports any procedural or personal issues to the VP of Branch Operations.

Maintains a favorable working relationship with all other Credit Union employees to foster and promote a cooperative and harmonious working environment.

Ability to handle any escalated issues with members.

Oversees time approvals including timesheets and daily Operations scheduling.

Process overrides for Operations department and assure it is being processed correctly.

Encourage staff to cross-sell services offered but not utilized.

Audit and analyze a variety of reports.

Maintains branch facilities including both interior and exterior areas.

Ensures branch employees have appropriate resources.

Stay aware of activities in the community and keep employees and TEXAR involved.

Ability to serve as backup to any Operations Representative and Operations Specialist as needed.

Ensure bulletin board is updated as needed.

Follows security measures enforced by Federal, state and/or TEXAR federal Credit Union regulations, policies, and procedures. Adheres to all confidentiality procedures and practices to keep member information confidential.

Ability to DocuSign to ensure prompt delivery of lending and account documents to members.

Ensures all safety procedures are followed.

May be required to travel between and/or work in various offices as needed.

Perform cash transactions from cash drawer as contingencies require, thereafter balancing the cash drawer as close of day. Research any drawer outages and immediately notify supervisor of any outages not recovered.

Complete required annual training and adhere to all Credit Union policies and procedures, including but not limited to BSA, MIP, OFAC, Privacy and Electronic Use.

Perform other related duties as required and assigned.

KNOWLEDGE AND SKILLS

Ability to apply logic to define problems, collect data, establish facts, and draw conclusions.

Ability to interpret instructions and can deal with multiple variables.

Basic knowledge and use of Microsoft Office Suite and other office equipment.

Strong computer skills.

Ability to read periodicals, journals, and manuals.

Displays a professional appearance, demeanor, and dress.

Excellent oral and written communication skills.

Solid interpersonal skills.

Effective time management and project management abilities.

Ability to function and form decisions with minimum to no supervision.

EDUCATION AND EXPERIENCE

Four (4) to six (6) years' experience, or any similar combination of education and experience.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- Talking: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- Average Hearing: Able to hear average or normal conversations and receive ordinary information
- Repetitive Motion: Movements frequently and regularly required using the wrists, hands, and/or fingers. Requires repetitive stooping, kneeling, or crouching.
- Average visual abilities: Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate machinery.
- Physical strength: Sedentary work; sitting most of the time. Exerts up to 10 lbs of force occasionally.
- Finger Dexterity: Using primarily just the fingers to make small movements such as typing, picking up small objects, pinching fingers together, feel objects, tools, or controls.

WORKING CONDITIONS

No hazardous or significantly unpleasant conditions. Noise level is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Position descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

I have read and received a copy of the position description.

Employee

Date